

After- Hours Sign Up and Emergency/Force Policy

| | |
|--------------------------------------|--|
| Policy Number: | IA 40.00 |
| Eliminated/Replaced Policies: | None |
| Subject: | Access, Initial Assessment, After-Hours, emergencies, and force list |
| Last Updated/Reviewed: | March 2008 |
| Current Updated/Reviewed: | February 25, 2015 |
| Contact Div/Bur/Sec: | Division of Safety and Permanence (DSP), Bureau of Milwaukee Child Welfare (BMCW) |
| Contact Name/Phone: | Mary Pat Bohn, Interim BMCW Director 414-343-5750 MaryPat.Bohn@wisconsin.gov Lee Johnson, Access and Initial Assessment Section Chief 414-343-5780 Lee.Johnson@wisconsin.gov |

Any information referenced within this document is considered to be a part of this policy with the exception of the "related resources" section.

Summary:

This policy defines how employees will be scheduled to ensure coverage during non-business hours of operation at the Bureau of Milwaukee Child Welfare (BMCW).

Related Resources:

After-Hours Program Policy 449
After-Hours Force List
Scheduled Absence Calendar

Policy:

This policy defines how Access and/or Initial Assessment Specialists (IAS) will be scheduled to ensure coverage during non-business hours of operation at the BMCW. The BMCW is responsible for receiving Access reports 24 hours/7 days a week and responding to screened in Access reports of alleged maltreatment. This policy defines the sign up procedures and emergency ("forced") coverage for After-Hours.

The alternative work schedules do not alter the employee's availability to work After-Hours shifts (e.g. 4 days/40 hours). If the employee's schedule would normally indicate that they are not present on the day of an After-Hours shift, the employee may still be required to accept shift or shifts through the process of After-Hours Sign Up. The alternative work schedule does not remove or change the employee's place on the *After-Hours Force List*.

No employee shall be required to work an After-Hours shift on the day the employee is utilizing pre-approved benefit time, the day immediately preceding a day on which the employee utilized pre-approved benefit time, on a weekend immediately following or preceding the use of pre-approved benefit time on either Monday or Friday.

An employee cannot be forced to work two consecutive After-Hour shifts; however, the employee has the option to sign up for consecutive After-Hours shifts or volunteers to take consecutive shifts through the force process (i.e. requests to be used on the *After-Hours Force List*).

Use of the word “employee” throughout this document references Access specialists and Initial Assessment Specialists.

The Access and Initial Assessment Section Chief will be immediately notified when any aspect of this policy is not followed.

EMPLOYEES ASSIGNMENTS

Employees are assigned to an After-Hours group based on length-of-service status and equal distribution between the After-Hours groups. Employees not assigned to a permanent group will be assigned to a temporary group to ensure equal distribution. Once an employee is assigned to a permanent team, s/he will remain in that specific After-Hour group. Every effort will be made to ensure membership to an After-Hours group will remain the same; however may change based on new or departing employees to meet agency needs

Training Team employees will be assigned to a temporary After-Hours group upon successful demonstrations of core competencies and approval of their Training Team Supervisor. The Training Team employees will be assigned to a permanent After-Hours group upon transition to their permanent supervisor/unit. Upon completion and successful transition to a permanent supervisor/unit, an employee will be assigned to an After-Hours group based on the need for equal distribution of employees amongst the groups. Every consideration will be given for the employee to be assigned to the After-Hours group associated with their program area; however, priority is given to ensure equal distribution of employees amongst the After-Hours groups.

An *After-Hours Group Leader* will be designated from each group and will have additional responsibilities outlined below. Designation of the *After-Hours Group Leader* may be based on length-of-service and/or majority preference.

The *After-Hours Coordinators* (e.g. *Initial After-Hours Coordinator* and *After-Hours Coordinator*) are designated Program Assistant Supervisors.

Initial After-Hours Coordinator will:

1. Collect and gather information from supervisors and program managers pertaining to the *After-Hours Sign Up Schedule*.
2. Schedule and notify employees of the *After-Hours Sign Up schedule* each quarter.

After-Hours Coordinator will:

1. Maintain and update the *After-Hours Schedule*.
2. Maintain the *After-Hours Force List*.
3. Notify employees when coverage is needed for After-Hours via volunteers and/or *After-Hours Force List*.

SCHEDULE

After-Hours Sign Up will occur quarterly on the first full work week of the designated sign up month (e.g. March, June, September and December). The sign up month will establish the schedules for the following three months (i.e. sign up March to coverage April, May and June).

| After-Hour Months to Schedule | Month Employees Sign Up |
|--------------------------------|-------------------------|
| April, May and June | March |
| July, August and September | June |
| October, November and December | September |
| January, February and March | December |

| Group Order | Day Assigned to sign up for After-Hours (@ 3 PM, 1 st full week of the month) |
|-------------|--|
| Group One | Tuesday |
| Group Two | Wednesday |
| Group Three | Thursday |

All employees are expected to attend their assigned After-Hours group day and time unless s/he is utilizing benefit time, appearing before court, or responding to an emergency case. In those circumstances, the employee may select a proxy to represent them at the *After-Hours Sign Up meeting*. The excused absent employee must notify the *After-Hours Group Leader* as soon as it is known that the employee will not attend the meeting and the name of his/her proxy.

Shift selection for employees will be assigned through a length-of-service-based rotation. In cases where two employees have the same length-of-service date; the employee's alphabetic order of their last name will be the determining factor with the first alphabetical letter/name being treated as the most senior.

The IA Supervisor will ensure that the *Scheduled Absence Calendar* is located on the S Drive is updated three weeks prior to the *After-Hours Sign Up month* (e.g. March, June, September and December).

PROCEDURES

1. Employees and their supervisors will ensure that all the appropriate individuals are timely informed of an employee's schedule (e.g. limitations or changes).
2. The *After-Hours Group Leader* will be responsible to provide an accurate count of eligible employees to the *Initial After-Hours Coordinator* two weeks prior to the *After-Hours Sign up date* (two weeks before the Tuesday of the first full week of the sign up month).
3. The *Initial After-Hours Coordinator* will establish and update the length-of-service rankings before each quarterly sign up and obtain the scheduled absence calendar for the After-Hours quarter to be scheduled. This information will be emailed to employees one week prior to the *After-Hours Sign Up date/month* (one week before the Tuesday of the first full week of the sign up month).
4. Sign up will start at 3:00 p.m. All employees are expected to attend unless utilizing benefit time, appearing before the court or responding to emergency cases. In those cases where

an employee is not able to be present they may select a proxy to represent them and shall notify the *After-Hours Group Leader*. If a proxy decision has not been made, the *After-Hours Group Leader* will designate an employee to serve as a proxy for the absent employee. Decisions made by proxies are binding upon the absent employee. A copy of the After-Hours calendar for the current month should be e-mailed to the employees and the information maintained at the desk or office of the *After-Hours Coordinator* for review by all BMCW employees.

5. All employees are responsible to select shifts at each of the quarterly *After-Hours Sign Up meetings*. All employees should sign up using both their first and last names to prevent mistaken identity.
6. The process by which employees select After-Hours shifts will be divided into four steps, identified as Rounds.
 - a. *Round One*: The calendar for each identified month shall be passed from the most senior present employee, or their proxy, in order to the least senior employee, or that employee's proxy. During this Round, every employee must select ONE shift from the calendar for the group at which they are assigned.
 - b. *Round Two*: The calendar for each identified month shall again be passed from most senior employee present, or that employee's assigned proxy, to the least senior employee. During this Round, no employee is obligated to select any shifts but may choose to select ONE shift in length of service order. This round may be repeated as often as is necessary to allow employees wishing to take extra shifts in order until there are no remaining shifts or no employees identifies an interest in accepting additional voluntary shifts.
 - c. *Round Three*: The remaining shifts are counted by the *After-Hours Group Leader* and confirmed by recount of at least one employee present. The calendar is then provided to the most senior employee in ranking equivalent to the number of available shifts, who must sign up for one of the remaining dates on the calendar for their group. If there are 7 remaining shifts the 7 least senior employees are required to sign up for ONE shift in order of most to least senior.
 - d. *Round Four*: If any shifts remain, due to the protections provided by benefit time, the shifts will be assigned to the least senior available employee and proceed up the line to the most senior employee until all shifts are assigned. Employees will continue to receive protection from pre-approved benefit time and the rotation will skip these individuals and proceed up in order of length of service, least to most, with each employee required to accept any available remaining shifts.
 - e. Once the sign up process is complete, and before any changes have been made, the final calendars will be given to the *After-Hours Coordinator*.
7. Employees have the option to locate a replacement employee for their assigned After-Hour shift only AFTER the sign up process is complete. The replacement employee must be an approved After-Hours employee. The original scheduled employee must communicate and confirm the changes with the After-Hours schedule with the *After-Hours Coordinator*.
8. In the case of the employee calling in sick on the business day s/he is scheduled for After-Hours (e.g. starting at 10:30 PM that day, or the following weekend or holiday), the employee is expected to work the scheduled After-Hours shift. The employee must obtain supervisory approval when the employee is unable to work the scheduled After-Hours shift. The employee may be required to provide documentation (e.g. physician's excuse) at the BMCW request for a missed After-Hours shift. Any abuse or failing to fulfill job expectations

and requirements related to After-Hours may warrant corrective action of the employee. It is the employee's responsibility to let their supervisor know that they are scheduled to work After-Hours.

9. In the case of an employee terminated, and utilizing Family Leave Medical Act (FMLA) or sick time, it is the responsibility of the employee's supervisor to immediately inform the *After-Hours Coordinator* of the change in schedule related to the day the employee is scheduled an After-Hours shift.
10. For both last minute and advance notice, a replacement will be located through volunteer or through utilization of the *After-Hours Force List*. The *After-Hours Coordinator* should request for volunteers for any open shifts as soon as possible.
11. In the event, there are no volunteers willing to accept the shift by noon (12 PM); the *After-Hours Coordinator* shall proceed to utilize the *After-Hours Force List* to fill the open shift.

AFTER-HOURS FORCE

Definition of *emergency or After-Hours Force* is an employee who must provide After-Hours coverage when an unfilled After-Hours vacancy is identified and no one has volunteered to provide coverage.

The *After-Hours Coordinator* is designated as the point person in keeping the master *After-Hours Force List*. The *After-Hours Coordinator* will be responsible for maintaining the After-Hours schedule, identifying vacant shifts, sending out volunteer requests, and determining the next person on the *After-Hours Force List*.

The *After-Hours Coordinator* utilizes a centralized *After-Hours Force List* that identifies all employees approved for After-Hours and their length of service date. Initially, the *After-Hours Force List* is based on length-of-service date and in cases where two employees have the same hire date; the employee's alphabetic order of their last name and then first name will be the determining factor with the first alphabetical letter/name being treated as the most senior. However, due to the frequency of utilizing the *After-Hours Force List*, employees are subsequently selected based on their last *After-Hours Force date*. The employee in work status with the oldest recorded *After-Hours Force date* shall be required to accept responsibility for the shift, either working or locating an appropriate replacement.

Example:

| Employee Last Name, First Name | Length-of-Service Date | Last Force Date | Selection for <i>After-Hours Force List</i> for coverage needed 12/21/2014 |
|--------------------------------|------------------------|-----------------|---|
| Bear, Mama Honey | 01/01/1997 | 10/05/2014 | This individual is second for <i>After-Hours Force</i> shift because her last force date. |
| Hood, Little Red Riding | 01/01/1997 | 12/09/2014 | This individual is forth for the <i>After-Hours Force</i> shift because of her length of service date AND last force date. |
| Wolf, Bad | 01/01/2001 | 11/20/2014 | This individual is third for the <i>After-Hours Force</i> shift because of her last force date. |
| Wolf, Big Bad | 01/01/2001 | 09/24/2014 | This individual is first for <i>After-Hours Force</i> shift because of his last force date. |
| Tiger, Tony | 10/01/2006 | 12/09/2014 | This individual is fifth for the <i>After-Hours Force</i> shift because of his length-of-service date AND last force date. |

The assigned employee's Training Team Supervisor must notify the *After-Hours Coordinator* when an employee has graduated from the training team and is approved to be listed on the *After-Hours Force List*. In addition, new employees will only be forced after they have worked After-Hours at least once and their IA Supervisor approves the force.

The assigned employee's IA Supervisor must notify the *After-Hours Coordinator* when their assigned employee leaves BMCW employment, leaves for and returns from FMLA, or etc.

Notification of After-Hours Force

The *After-Hours Coordinator* will provide the IA Supervisor and program manager with the names of employees on the *After-Hours Force List*. The IA Supervisor is responsible for confirming the availability of the employee for *After-Hours Force List* and in the event that the employee has been selected via the *After-Hours Force List*.

Planned After-Hours Vacancy

Volunteers will be sought to take After-Hour shifts for planned or known vacancies. E-mail requests will be sent a minimum of five business days (when possible) prior to the day of the planned vacancy. Concurrently, the *After-Hours Coordinator* will notify the IA Supervisor of the next person on the *After-Hours Force List* the possibility of a force for the shift with the known vacancy.

Note: Volunteering for an After-Hours shift or shifts does not affect your rotation in the *After-Hours Force List*.

Same-Day After-Hours Vacancy

Once it is determined that there is a vacancy for the After-Hours shift for that evening, or if it is the last business day before the vacancy, volunteers will be requested. If it is early enough in the day, employees will have until 12:00 p.m. (noon) to volunteer. If no one volunteers, the next person on the *After-Hours Force List* is notified by 2 PM that s/he is forced to work said After-Hours shift. If it is identified later in the day, notice will be given as soon as is possible.

Coverage of After-Hours Force Shift

When an employee who is being forced to cover an After-Hours shift locates someone to take the After-Hours shift, the original employee being forced will still get credit for the shift, not the employee covering the After-Hours Force shift.

Vacation, FMLA, or Educational Leave

Employees who have approved vacation, FMLA, or educational leave will not be assigned an After-Hours Force shift on the approved vacation, FMLA or educational leave day(s). The employee will resume his/her place on the *After-Hours Force List* on the first day s/he returns to for eligible duty.

4/40 Week

Employees working an alternative work schedule such as 4/40 and/or employees working part-time can be forced to work the After-Hours shift on their designated off day during the workweek. These employees are treated (same expectations and requirements) as employees working a 5/40 week when determining who is forced to work for planned or unplanned vacancies.

Those identified as being the next person on the *After-Hours Force List* will be contacted at home (e.g. work and/or personal cell and landline) by their supervisor and the employee must return the telephone call/message by 1:00 PM that day. The IA Supervisor notifies the *After-Hours Coordinator* of the employee's status. In the event the employee is not approved to cover the After-Hours shift, the *After-Hours Coordinator* will identify the next person to be forced.

Any abuse or failing to fulfill job expectations and requirements related to After-Hours Force policy may warrant corrective action of the employee and/or discontinuation of the 4/40 week.

Note: Employees who are skipped and are permitted to work will retain their position on the *After-Hours Force List* until they fulfill the duties of the list.

Exceptions

Supervisors, program managers or designated BMCW upper management (e.g. Access and IA Section Chief) have the authority to limit an employee's ability to sign up and/or volunteer for consecutive After-Hour shifts.

Program managers or designated BMCW upper management (e.g. Access and IA Section Chief) have the authority to override the decision to force or not to force an employee to work After-Hours.